The Office of Information Technology is upgrading e-mail security and enhancing e-mail encryption services over the next few months. E-mail recipients outside of the Maine.gov exchange now have additional steps to go through to retrieve encrypted e-mail.

Confidential E-mail

Any e-mail flagged "Confidential" in the Sensitivity field is automatically encrypted when sent to recipients outside of Maine.gov. This does not apply to "Confidential" e-mail messages sent from one Maine.gov user to another or to messages marked as "Confidential" which are received by Maine.gov users; only to "Confidential" messages sent or replied to recipients outside of the Maine.gov exchange.

Recipients will have 21 days to retrieve their e-mail message, after which, the message is deleted by the encryption service. Delivery and Read Receipts do not work for encrypted messages, so it is important that your external users are aware of the steps they need to take to retrieve their business correspondence.

Retrieving an Encrypted E-Mail

1. Recipients will receive an e-mail with the following message and instructions to retrieve their e-mail message.

New Secure Email Message Received from State of Maine

The attached email message contains confidential information from tammy.gould@maine.gov at State of Maine. To protect the privacy of the information contained in this message, the contents have been encrypted and embedded in the attached SecureMessage.html file.

To view the email message, open the SecureMessage.html attachment, enter your password and select **Open Message.**

If this is the first secure email message you have received from State of Maine, you must complete a short registration process before reading your message. Once you have completed the registration process, select the **Return to Message** button and the contents of your email message will display.

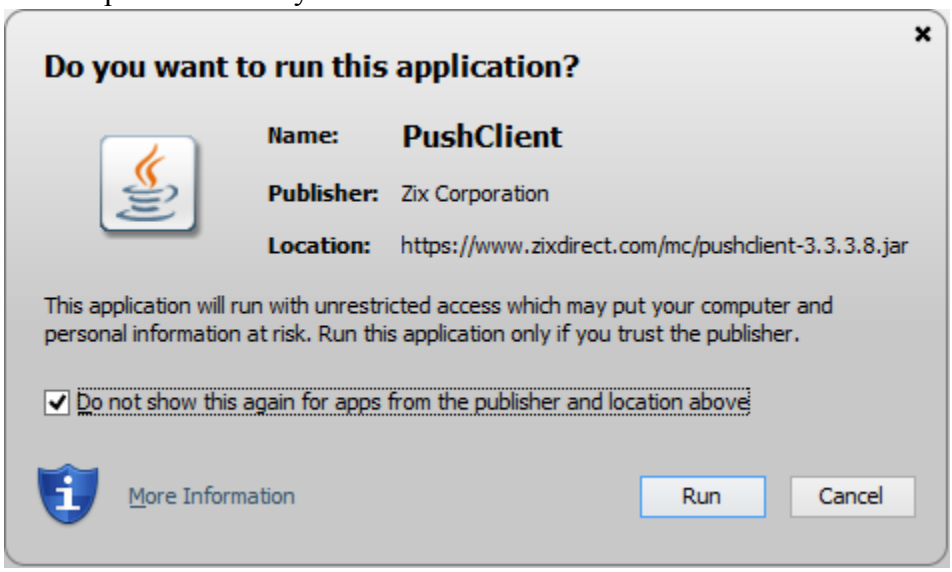
If you are using the Gmail™ webmail service, you must download your SecureMessage.html file before opening it.

If you have any questions about this email message, contact Support@zixcorp.com.

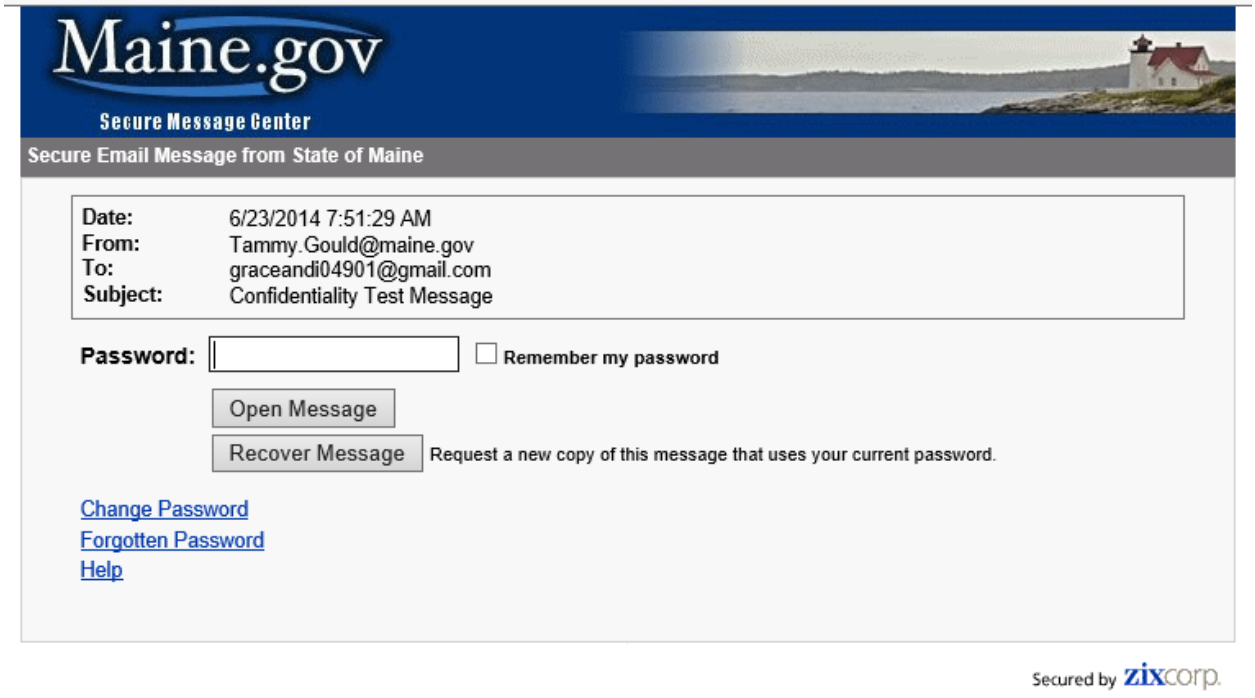
Thank You,
State of Maine Mail Administrator

2. Recipients should download the file attached to the e-mail, "SecureMessage.html,"and save it to their local computer,
3. Using their web browser (Internet Explorer works best), recipients should open the file saved on their computer.
4. For first-time users, a registration form will open. Recipients must create a password and confirm it.

5. Upon Submit, recipients will receive a second e-mail with a link to confirm account creation. As the web page opens, recipients may also receive a message to install the PushClient from Zix Corportation. They should select "Run."



6. Opening the "SecureMessage.html" file again produces a prompt to log-in and retrieve the message.



7. Entering the password retrieves the message and allows the recipient to Reply, Reply All or Forward the message. The message will retain the "Confidential" flag.

Additional Encryption Services Coming

Beginning in August, OIT will be imposing additional e-mail encryption criteria, known as lexicons, and scanning all outbound e-mail for keywords and data patterns. These lexicons include:

- HIPAA health terms and health identifiers;
- Financial terms, identifiers and credit card numbers;
- Common profanity; and
- Social Security numbers.

When any of the keywords or patterns are found, the e-mail will automatically be encrypted – whether marked as "Confidential" or not – and external recipients will need to go through the steps above to retrieve their e-mail.

What You Can Do To Assist Recipients

- Avoid the "Confidential" flag unless you truly need it.
- Speak on the telephone with recipients of "Confidential" or potentially encrypted e-mail in advance of sending the e-mail to tell them about the procedures.
- Share this document with them. It will be posted to our external FTP at http://www.maine.gov/dep/ftp/IT/zixmailinstructions.pdf.
- Include a tagline on your e-mail signature file with the link above to educate your recipients.

Additional Resources

- ZixCorp. Encrypted Email User Awareness Program information: http://www.uapguide.com/zixmail-generic-health/receiving-encrypted-email
- Maine Office of Information Technology, ZixGateway Lexicon Q&A, June, 2014: http://www.maine.gov/dep/ftp/IT/zixlexiconquestionsandanswersfinal_june2014.pdf
- Maine Office of Information Technology, ZixGateway Lexicon Definitions: http://www.maine.gov/oit/services/ServiceDescriptions/LexiconExplanation.htm